

# **Ticket Training Tuesday**

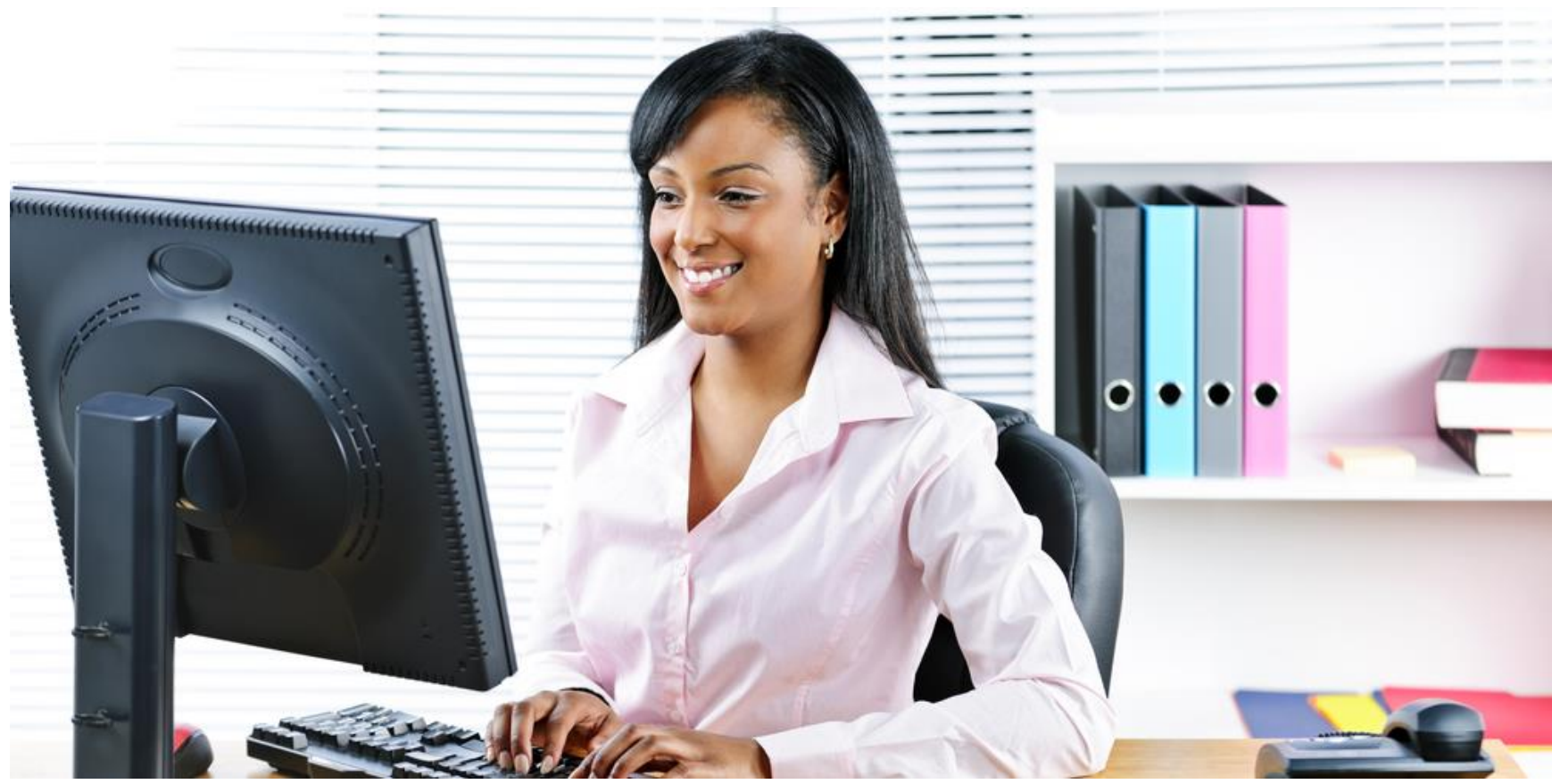
Technical Assistance Session

# Objectives

- Identify the purpose for a Technical Assistance session
- Describe the selection process for Technical Assistance sessions
- Demonstrate actions to be taken for recommendations received during a Technical Assistance session

# Case Study Introduction

# ACME Services – A New EN

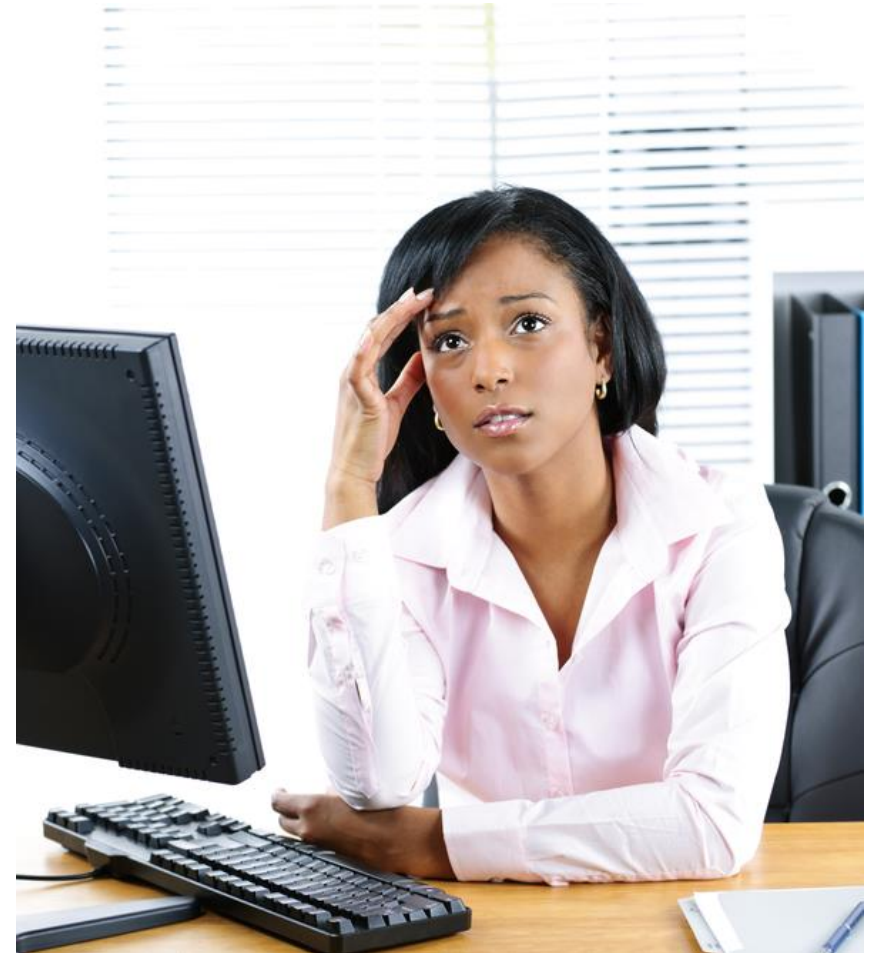


# ACME Services – A New EN Uncertainty

“What should I expect?”

“Is my EN in trouble?”

“What did I do wrong?”



# The Best Services Inc. – A Current EN



# The Best Services Inc. – A Current EN Concerns



*Best Services Inc.*

“How did we get selected  
for this review?”

“Why were these IWPs  
selected?”

“Are we still eligible for the  
TAR process?”

“Will we participate in a  
Technical Assistance  
Session?”



# Technical Assistance Sessions

- New ENs and experienced ENs
- IWP reviews
- Email and telephone meeting





# Random IWP Review

- ENs with over 10 Ticket assignments will be reviewed each month.
- 10% of those IWPs are reviewed.
- 10 Tickets or less assigned, then randomly selected from other ENs



***Best Services Inc.***

## New EN Review

- The first 10 IWPs are reviewed
- TAR eligibility
- More info:  
[www.yourtickettowork.com](http://www.yourtickettowork.com)



# Progress Check One

How many of your IWPs will be requested for review if you submitted over ten Ticket Assignments last month?

- A. 5
- B. 10%
- C. All IWPs from that month
- D. Randomly selected IWPs

# **Technical Assistance Session ACME Services**



# Technical Assistance Session (part 1)



September 15, 2014

via e-mail

ACME Services  
P.O. Box 123  
Somewhere NY 14830

Re: Individual Work Plan (IWP) Results Notification

The Operations Support Manager has completed an IWP review and enclosed a summary accounting of the results of that review.

You have been scheduled for a Technical Assistance Session on **September 18, 2014 at 10:00 AM EST** with a Program Integrity Analyst. It is requested that you allow approximately 45 minutes for this session. During this time, we will go over the Summary Report findings and walk-through all aspects of your reviewed IWP, to include areas that met RFQ requirements and opportunities for improvement. This session is also an opportunity to dialogue about any questions regarding the IWP process or seek clarification.

Please confirm via email by **September 16, 2014** for our scheduled date and time. If this date and time is not convenient for you, please provide an alternate time of availability before **September 18, 2014**.

Thank you for your cooperation and I look forward to speaking with you soon!

Respectfully,

*Tiffany Beamon*

Program Integrity Department  
Operations Support Manager  
Ticket to Work Program

Encl.

# IWP Summary Spreadsheet

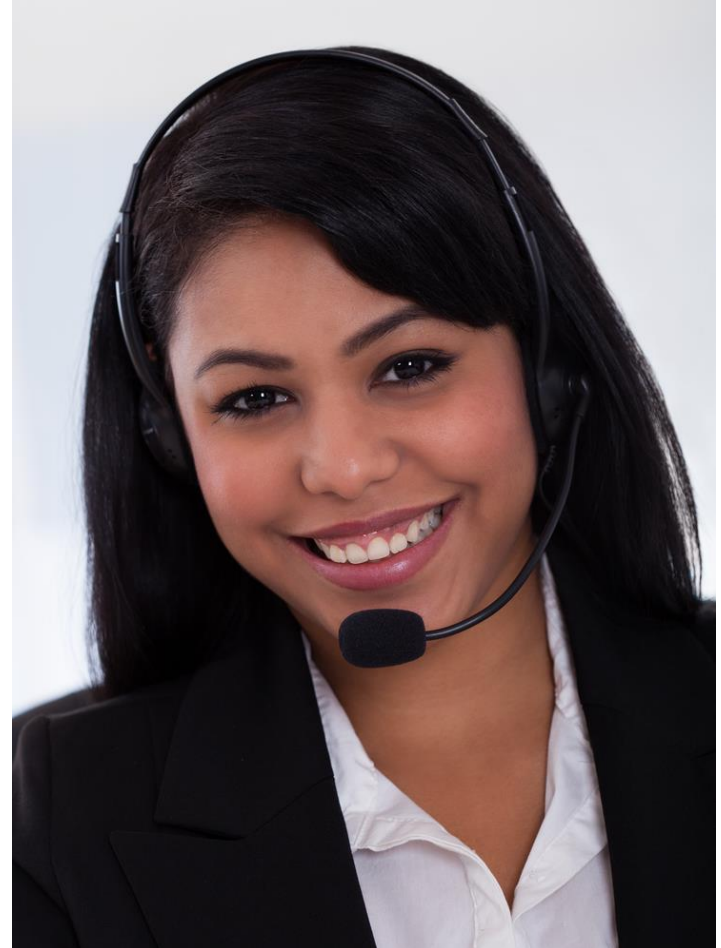
1				
2	<b>PART I.</b>			
3	Ref. RFQ Part III Section 3.A.1	<b>Method of Completion (face-to-face, phone)</b>	INCOMPLETE	
4	Ref. RFQ Part III Section 3.C	<b>Employer EN or Consumer Directed Identified</b>	MEETS REQUIREMENTS	
5		<b>Statement of Understanding</b>	MEETS REQUIREMENTS	
6		<b>EN Contact Info.</b>	MEETS REQUIREMENTS	
7		<b>Beneficiary's Info.</b>	MEETS REQUIREMENTS	
8	<b>PART II.</b>			
9	Ref. RFQ Part III Section 3.A.2	<b>Short Term Goals &amp; Expected Earnings</b>	MEETS REQUIREMENTS	
10	Ref. RFQ Part III Section 3.A.2	<b>Long Term Goals &amp; Expected Earnings</b>	MEETS REQUIREMENTS	
11	<b>PART III.</b>			
	Ref. RFQ Part III Section	<b>Career Planning</b>		

16			MEETS REQUIREMENTS	
		<b>Other Services</b>		
17			MEETS REQUIREMENTS	
18	<b>PART IV.</b>			
19		<b>Currently Working</b>	NO	
20	Ref. RFQ Part III Section 3.A.6	<b>Some Earnings 6/mo.</b>	NO	
21		<b>Some Earnings 18 mo.</b>	NO	
22		<b>No Earnings 18 mo.</b>	NO	
23	<b>PART V.</b>			
		<b>Conditions Related to Success of IWP</b>	INCOMPLETE	
24				
25	<b>Part VI.</b>			
	Ref. RFQ Part III Section 3.A.7& 8	<b>Rights and Remedies</b>		
26			MEETS REQUIREMENTS	
27	<b>Part VII.</b>			
		<b>Acknowledgments</b>		

## Technical Assistance Session (part 2)

- Method of completion?
  - Face to Face?
  - Over the phone?
  - Both?
- Part 5 Statement:

“I give permission to my service provider to contact my employer on my behalf for the purpose of obtaining evidence of work and earnings.”



# Technical Assistance Session (part 3)



**Part III**

*Career Planning and Guidance  
Job Search or Placement Services  
Job Coaching and Training  
Job Accommodations Planning  
Continuing Employment Supports  
Other Services*

**Part IV**

*Recent Work History*

**Part V**

*Conditions Related to the Success of my IWP*

Discussed with EN the method of completion and the conditions related to success. Advised that we recommend writing a statement on the IWP or an addendum indicating if the IWP meeting between the EN and the beneficiary was over the phone, face to face or both. Also advised that a statement be written in the IWP giving permission to ACME to allow them to contact the beneficiaries' employer to verify employment and wage information.

*Rights and Remedies*

**Part VI**

*Acknowledgment of Signatures*

NAME OF EN, your continued efforts to ensure informed choice and to provide quality IWPs are very much appreciated. Thank you for your time and attention regarding the IWP review process.

We continue to look forward to working with you in the future.

Respectfully,

*Tiffany Beaman*

Program Integrity Department  
Operations Support Manager  
Ticket to Work Program





## Progress Check Two


Which statement below is true regarding a Technical Assistance Session?

- A. Ensures that IWPs are consistent with requirements in the EN RFQ.
- B. The purpose of the Technical Assistance Session is to reprimand an EN for not completing an IWP correctly.
- C. It is a session where a Technical Support Representative will show an EN how to work the Ticket Portal.
- D. Is a review of every IWP developed regardless of how many Tickets are assigned.



# **Technical Assistance Session – Best Services, Inc.**

# Best Services Inc. Session (part 1)

  
 Ticket to Work  
DEPARTMENT OF HUMAN SERVICES

September 15, 2014 via e-mail

Best Services  
 1 Main Street  
 Nowhere, MN 01010

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Thank you for your cooperation and I look forward to speaking with you soon!

Respectfully,

*Tiffany Beaman*

Program Integrity Department  
 Operations Support Manager  
 Ticket to Work Program

Encl.

Beneficiary's Info.	MEETS REQUIREMENTS	MEETS REQUIREMENTS	M
Short Term Goals & Expected Earnings	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	M
Long Term Goals & Expected Earnings	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	M
Peer Planning and Guidance	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	M
Job Search or Placement Services	MEETS REQUIREMENTS	NEEDS IMPROVEMENT	M



# Best Services Inc. Session (part 2)

Best Services Inc.



## Part I

*Method of Completion*

*Type of Business Model*

*Employment Network Contract Information*

*Statement of Understanding*

*Beneficiary Contact Information*

*Alternate Contact Information*

## Part II

*Employment Goals*

Discussed with EN the expectations of short/long term goals. Advised that we recommend using the S.M.A.R.T. method but at a minimum the goal should be clear and measurable. Explained that short term goal should show progression into long term goal. Advised that career counseling should be a summary of what was discussed in the initial counseling session and the services the EN can provide to help the beneficiary meet their vocational goals. Explained that if the beneficiary isn't working, job search or placement services has to be completed. EN explained that the beneficiary had employment but hadn't started as of 05/15. Discussed that in the past, quarterly contact was accepted under continuing employment, but once the new IWP is implemented, a more specific time will need to be noted.

*Expected Earnings Amount*

## Part III

*Career Planning and Guidance*

*Job Search or Placement Services*

*Job Coaching and Training*

*Job Accommodations Planning*

*Continuing Employment Supports*



## Best Services Inc. Session (part 3)

*Best Services Inc.*

Q. How much time do I have to implement the recommendations after my Technical Assistance Session?

A. 60 calendar days

Q. What if I don't comply with the recommendations?

A. It is reported to the Program Integrity manager with the possibility of escalation to Social Security

Q. What if I just did not respond to the request for a Technical Assistance Session?

A. After three attempts is it reported to the Program Integrity manager with the possibility of escalation to Social Security



## Best Services Inc. Session (part 4) *Best Services Inc.*

- Q. If we consistently assign over ten tickets every month does that mean I have to submit a percentage of those to the OSM every month?
- A. Yes, if you fall below ten tickets assigned for a month you may not be contacted again for four months.
- Q. So, If we assign less than ten each month we won't be asked to submit IWPs every month?
- A. The OSM will request that you submit IWPs for review at least once every rolling four-month period.

# Questions?

